



AQUARIUM/GARDEN GREETING TEAM VOLUNTEER JOB DESCRIPTION 2006

GENERAL PURPOSE

The Albuquerque Aquarium/Rio Grande Botanic Garden Greeting Team members act as hosts/hostesses for aquarium/garden visitors, greeting school groups and the general public. Greeters explain what visitors can expect to see, help them plan their visit, answer operational questions, and provide customer service in a friendly manner.

GENERAL REQUIREMENTS

Anyone over 16 years old is eligible to become a Greeting Team member. Skills needed to become a successful Greeter include: an ability to talk informally to children and adults, both in groups and one-on-one, and to effectively communicate rules in a non-threatening manner; enthusiasm for the aquarium/garden; and dependability. As a safety precaution, all volunteers are required to submit to a security check before they can begin volunteering.

Greeting school groups and visitors requires a considerable amount of walking and/or standing; working in the aquarium lobby involves more sitting.

MINIMUM TIME COMMITMENT

Volunteers must commit to 36 hours per year.

GREETING TEAM DUTIES

The Greeting Team works in these general areas: the central Aquarium/Botanical Garden plaza and the Aquarium lobby. Greeters supplement the BioPark staff (cashiers and security), and provide added value to the visitor experience. General duties at each area include the following:

- Central AQ/BG Plaza: Greeters meet visitors coming in from the parking lot, explain the ticket system, and direct people to the cashier's booth for details. When school groups are scheduled to arrive, Greeters help facilitate their entrance by assisting teachers with questions, talking with their students and informing the group of any special points of interest or events on that particular day.
- AQ Lobby: Greeters work inside the aquarium at the information counter answering general questions.

DUTIES cont'd

Scheduling is the responsibility of the Greeting Team member. A sign-up calendar is located in the AQ/BG Ed. Building. Greeters may sign up for the same shift(s) each week, and this is encouraged, but not required. If a substitute is needed, it is the Greeting Team member's responsibility to call and find the substitute. A list of all Greeting Team members will be provided.

TRAINING

Training to become a Greeter begins with a class that provides an introduction to the BioPark and greeting here. Greeter trainees continue to learn by working alongside experienced greeters for at least two sessions (one of which must be on a weekday). Finally, new greeters take an assessment (written or oral) to complete training. Interested Greeting Team members can attend the volunteer training on Wednesday, March 22 at 9:30am-3:30pm or Thursday, June 15, 9:30am – 3:30pm or Thursday, August 24, 9:30am – 3:30pm. A variety of BioPark volunteer jobs will be discussed.

**TANGIBLE
BENEFITS**

Upon completion of training, Greeting Team members receive a volunteer ID pass, which allows free access to the aquarium, botanic garden and zoo. Greeters also receive a discount at the food and gift concessions. All volunteers are encouraged to attend the monthly Brown Bag seminars. Greeting Team members are invited to monthly communication meetings in the Aquarium/Botanic Garden Ed Bldg. on the first Thursday and first Saturday of each month at 11:00am. Current BioPark happenings are discussed as well as relevant Aquarium/Botanic Garden Education information.

UNIFORM

Greeters wear a green vest with the BioPark logo that they borrow during their work shift. It is the responsibility of the greeter to acquire an appropriately colored shirt/blouse and pants/skirt/shorts in any combination of beige, white, brown, Khaki or black. Blue jeans/denim are not considered appropriate.

COSTS

There are no costs to be a Greeter.

ORGANIZATION

All Greeting Team members sign in at the AQ/BG Ed Bldg. Greeters report directly to Amy Henderson, BG Education Coordinator and Dave Karrmann, AQ Education Coordinator. Amy and Dave report to the BioPark Education Curator, Bill Aragon.

CONTACT

For more information, contact BioPark Education, 764-6245.
Albuquerque BioPark Education
903 10th St SW
Albuquerque NM 87102

ALBUQUERQUE AQUARIUM/RIO GRANDE BOTANIC GARDEN
GREETING TEAM 2006
VOLUNTEER JOB APPLICATION



Today's Date: _____

Name _____

Address _____ City _____ State _____ Zip Code _____

Day Phone _____ Evening Phone _____ Email _____

Are you over 18 years old? ☐ Yes ☐ No If under 18, how old? _____

In case of emergency:

Name	Phone Number	Relationship
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How did you find out about becoming a Greeting Team Member?

How much time do you anticipate you can volunteer per week?

Why do want to be a Greeter? (This is important to us so that we can meet your expectations).

Please Sign Back

**ALBUQUERQUE AQUARIUM/RIO GRANDE BOTANIC GARDEN
GREETING TEAM VOLUNTEER
CONTRACT/RELEASE**

I have read the Albuquerque Aquarium/Rio Grande Botanic Garden Greeting Team job description, and understand the responsibilities of becoming an Albuquerque Biological Park Greeter. I am willing to enter into an agreement with the City of Albuquerque, Albuquerque Biological Park, and commit to donating at least 36 hours of my time to the Albuquerque Aquarium/Rio Grande Botanic Garden. In return, I will be given on-the-job training and free access to the Albuquerque Aquarium/Rio Grande Botanic Garden/Rio Grande Zoo while I am an **active** Greeter.

I agree that I shall be responsible for any injuries or damage incurred by me while performing volunteer services at the Albuquerque Biological Park. The City will, however, be responsible if I am injured and the injury is caused by the sole negligence of the City or its employees. I agree that I will consult with my physician and insure that any inoculations recommended are maintained in a current status.

I understand that the City will hold me responsible for any damage to property of the City or property belonging to third parties if the damage is caused by my negligent conduct. Likewise, I understand that the City will hold me responsible for all injuries sustained by persons when the injury is caused by negligent conduct. I understand and agree that I shall be expected to pay for damages or injuries caused by my negligence.

I understand that this volunteer contract may be terminated at any time by either myself or the Albuquerque Biological Park without cause. In such event, any programs and educational materials that I have developed will remain the property of the Albuquerque Biological Park.

ALBUQUERQUE AQUARIUM/RIO GRANDE BOTANIC GARDEN GREETING TEAM MEMBER

Printed Name

Address

City

State

Zip

Signature

Date

Mail application, contract/release and background check forms to:
Albuquerque BioPark Education
Cathy Wylie
903 10th Street SW
Albuquerque NM 87102

OFFICE USE: NMSO PASS / NO PASS _____ Date _____ Initials
APD Form _____